



Bridge

Briefings

SAN BERNARDINO COUNTY IS PROUD TO PROMOTE ARROWCARE, THE LOW INCOME HEALTH PROGRAM FOR QUALIFIED SAN BERNARDINO COUNTY RESIDENTS

ArrowCare is Here!

Uninsured residents of San Bernardino County now have more options for health care. Effective January 1, 2012, ArrowCare, the county's new health care program, became available to low-income indigent adults who are not eligible for Medi-Cal. ArrowCare offers expanded services which includes a primary care and behavioral health benefits. The goal of the County is to offer eligible residents a better quality of life and accessible health coverage.



Enrollment Progress

San Bernardino County is geographically the largest county in the country. San Bernardino is populated with over two million residents, of whom 25.1% were uninsured in 2009. With the new health care reform quickly approaching, San Bernardino County has taken the steps necessary to build a bridge towards a healthy community. ArrowCare, a Medicaid expansion program, is the new county health plan aimed at improving the health of the indigent population.

With the "No wrong Door" policy, San Bernardino County has maximized enrollment into ArrowCare since the implementation of the Program in January 1, 2012.

In a period of 13 weeks, San Bernardino County has enrolled 5,124 county residents into the ArrowCare program. These residents now have a coordinated level of care which provides them with their own primary care doctor, specialty care access, and no premiums or co-pays for their coverage.

IN THIS ISSUE

- ▶ ARROWCARE IS HERE! 1
- ▶ ENROLLMENT PROGRESS 1
- ▶ NO WRONG DOOR POLICY 2
- ▶ CUSTOMER SERVICE DRIVING RESULTS 2
- ▶ IMPROVING THE LIVES OF SENIORS 3
- ▶ SIX SAN BERNARDINO CENTERS APPROVED FOR CBAS 4

NO WRONG DOOR

San Bernardino County residents applying for ArrowCare benefits are able to utilize various application pathways. This is referred to as the "no wrong door approach."



Customers may select any of the following application pathways:

Online

On any computer with internet access using C4Yourself®, www.C4Yourself.com or Using the self service application station (kiosk) at Arrowhead Regional Medical Center.

By Phone And Mail

Contact the Transitional Assistance Department (TAD) Customer Service Center (CSC) at 1-877-410-8829 to request an application.

In Person

Go to any Transitional Assistance Department (TAD) office or contact the TAD CSC to request an appointment.



The initial application is for the Medi-Cal program. There is not a separate application for the ArrowCare program. The application is evaluated as follows:

1. Evaluated for the Medi-Cal program.
2. If the customer is not eligible for Medi-Cal, then he/she is evaluated for the ArrowCare program.

For additional information regarding the ArrowCare program, go to: www.ArrowCare.org.



CUSTOMER EXCELLENCE DRIVING RESULTS

Effective collaboration is getting the job done!

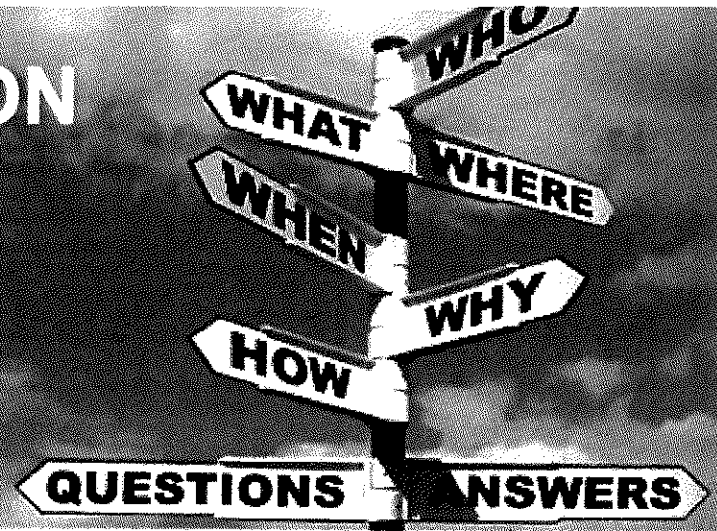
Arrowhead Regional Medical Center, the Department of Behavioral Health, Public Health, Aging and Adult Services and the Transitional Assistance Department are a united team working together to help the eligible community, apply for the new Low Income Health Care Program known as **ArrowCare**. These departments developed ArrowCare with one mission in mind:

To provide quality holistic healthcare for the County of San Bernardino residents through progressive integrated services system in collaboration with the Departments of Behavioral Health, Public Health, Aging and Adult Services, Transitional Assistance and Arrowhead Regional Medical Center.

The outcome of all of the team effort to date.....Over 5,000 individuals throughout the county have been enrolled into the ArrowCare program. The benefit to these individuals is an improved quality of life for those we are united to serve!



PATIENT PROTECTION AND AFFORDABLE CARE ACT



IMPROVING THE LIVES OF SENIORS

Seniors across the country are enjoying improvements in their personal lives due to health care changes being introduced under the Affordable Care Act (ACA).

Top among the ACA advantages available to seniors are savings arising from more affordable care, free preventive services such as cancer screenings, annual wellness checkups for Medicare beneficiaries, detailed consultations with doctors, cheaper prescription drugs and coordinated care.

According to the Federal Department of Health and Human Services (HHS), the ACA enabled about 5.1 million Medicare beneficiaries to save about \$3.2 billion on their prescriptions in 2010 and 2011, representing an average of about \$635 per person.

The average senior with Medicare will save \$4,200 on health care by 2021. The health reform law strengthens Medicare for seniors by giving them access to preventive services, such as mammograms and colonoscopies, with no co-pay or deductibles, as well as a free annual wellness visit. Nearly 32.5 million people have already received a free preventive service.

Additionally, the ACA is making it easier for seniors to pay for their medications by providing a 50 percent discount on brand-name prescription drugs once they reach the prescription coverage gap. By 2020, that gap will be closed completely as part of health care reform, the HHS added.

Helen R. is an example of a busy senior who is enjoying ACA benefits. She has been working the past six years as a health/wellness coordinator, arranging health and fitness workshops and activities for seniors older than herself at a senior center in West Philadelphia.

According to Helen, the seniors have the similar issues with the cost of staying healthy: "If it weren't for health care reform, many of our seniors would not get to a doctor or get mammograms. It is expensive for us to keep good health. I do have more peace of mind with health care reform." Helen says.

The health care reform law provides free preventive services under Medicare, such as cancer screenings and an annual wellness visit for Helen and other seniors to sit down and talk with their doctor about their concerns and needs.

Helen said that it's good to know that she and other seniors can access these services "without breaking the bank." She also falls into the prescription drug coverage gap, and because of the law, she receives a 50 percent discount on brand-name drugs.



Six San Bernardino Centers Approved For CBAS

The six Adult Day Health Centers (ADHCs) in San Bernardino County have received approval from the California Department of Health Care Services (CDHCS) to become providers of Community- Based Adult Services (CBAS).

Implementation of the Community Based Adult Services (CBAS) for Medi-Cal beneficiaries is scheduled to start effective April 1, this year as the replacement for the ADHC benefit which will no longer be available as a Medi-Cal benefit. The centers are located in Loma Linda, Montclair, San Bernardino, Hesperia, Yucaipa and Upland. They are:

Loma Linda Adult Day Services
11406 Loma Linda Drive-East Room 501
Loma Linda, CA 92354 (909) 558 6198

Mission Adult Day Health Center
4439 Mission Boulevard, Montclair, CA 91763
(909) 548 3858

San Bernardino Adult Day Health Center
1102 S. Arrowhead Ave. San Bernardino, CA 92408
(909) 9952

Health Guard
268 McArthur Way, Upland, CA 91786
(909) 920 1165

Tender Heart Adult Day Health Center
9499 'T' Avenue, Hesperia , CA 92345
(760) 244 8776

Yucaipa Adult Day Center
12980 Second Street, Yucaipa, CA 92399
(909) 790 4012.

A total of 34,735 individuals were receiving ADHC benefit in California, about 603 of these ADHC participants are residents of San Bernardino County. Most of the ADHC/CBAS Centers in San Bernardino County have reported that between 95% and 100% of their former ADHC clients have received approval to become CBAS beneficiaries.

The Department of Health Care Services (DHCS) received 275 applications statewide from organizations interested in becoming CBAS providers. Out of the 275 applications, 264 were approved, five are pending approval, four applications were withdrawn and two were denied.

The following categories of individuals are categorically eligible for CBAS:

- Multi-Purpose Senior Services Program participants,
- Regional Center Clients,
- Specialty Mental Health Services recipients, and
- In-Home Supportive Services (IHSS) clients with 195 or more hours monthly.

Individuals who are not eligible for CBAS w automatically receive Enhanced Case Management (ECM) services for 30 months to cover service gaps. Sixty seven (67) percent of the total 34,735 ADHC population in the state also receive IHSS. In San Bernardino County, 194 ADHC benefit recipients are currently receiving IHSS as well.

The California Department of Social Services (CDSS) stated that it will collaborate with DHCS to provide counties with lists of CBAS-IHSS eligibles prior to the April 1 implementation date. IHSS staff will update their cases to reflect CBAS as an alternate resource, and approve additional services (as appropriate) to cover service gaps.

